

TENNESSEE REGULATORY AUTHORITY

Melvin Malone, Chairman
Lynn Greer, Director
Sara Kyle, Director

March 17, 2000

Mr. Jeff Fox
BellSouth Telecommunications
333 Commerce Street
Nashville, TN 37201-3300

Dear Mr. Fox:

As you are aware, Discount Communications ("Discount") filed a formal petition with the Tennessee Regulatory Authority ("TRA") on March 16, 2000 requesting that BellSouth "rescind their actions which have impaired Discount Communications ability to effectively service our customers . . ."

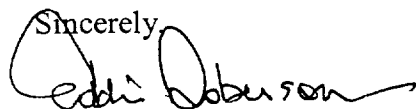
The actions Discount is referring to is the February 22, 2000, disconnection of its access to BellSouth's Lens service and the imminent threat to disconnect Discount's end users on March 20, 2000.

As you are as well aware, the TRA's Consumer Services Division ("CSD") has been attempting to mediate Discount's complaint. We appreciate your cooperation in our informal investigation and attempt to mediate the dispute. Vivian M. Wilhoite, Roger Knight, of the TRA's Telecom Division, and myself are on the team to investigate Discount's informal complaint and will not be advising the TRA on this matter, if it goes to hearing.

It is my understanding that the TRA may take up Discount's petition for a hearing at the TRA's March 28, 2000 Conference. I would like to request that BellSouth, at a minimum, delay the March 20th disconnection of Discount's end users pending the TRA action on March 28th. I want to stress that this request is from the investigative staff assigned to work Discount's complaint and is not intended to reflect an official action, or order, from the TRA.

I would appreciate your response to my request by Friday, March 17, 2000. Thank you in advance for your consideration.

Sincerely,



Eddie Roberson
Chief, Consumer Services Division

cc: David Waddell
Edward Hayes, owner, Discount Communications
Richard Collier
Docket 00-00230

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